



ABDALLAH HAMMOUD

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OBJECTIVE

A challenging career opportunity offering upward mobility and responsibilities utilizing my skills in the luxury hospitality industry

QUALIFICATIONS

- Strong practical foundation in intense service environments with a high profile clientele.
 - Able to lead and motivate others, strong organization and communication skills
 - Proven results delivery; Financial awareness: Opera Super User
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PROFESSIONAL EXPERIENCE

The Celtic Manor Resort, Newport, UK 03/2014 – 02/2015
(400 Bed, 5* Hotel, venue of the Ryder Cup 2010 & NATO 2014 Summit)

Front of House Manager

- In charge of front of house operations of a 400 key 5 star resort.
- Leading a team of 70 colleagues
- Full P&L responsibility
- Direct reports include: Reception Manager, Concierge Manager, Head of Guest Relations, Transportation Manager and Night Manager.

The Celtic Manor Resort, Newport, UK 03/2013 – 11/2013
(400 Bed, 5* Hotel, venue of the Ryder Cup 2010 & NATO 2014 Summit)

Assistant Rooms Division Manager

- Front of House Operations

The St. Regis Hotel, Mauritius 10/2012 – 01/2013

- Taskforce– *Guest Experience* Pre Opening / Opening

The St. Regis Hotel, Abu Dhabi 11/2011 – 03/2013
(283 Bed 5* Hotel) Pre Opening

Director of Butler Services

- Combined Front Office, Housekeeping, Food and Beverage, Sales Skills
- Set up of the Butlers department with a manning Budget of 18 Associates.

- Recruitment and interviewing for own department, Appraisal and IDPs
- Complete Departmental Budget control
- Purchasing and ordering of all departmental utensils, equipment and furniture including floor butler pantries (16 Pantries)
- Developing and implementing SOPs
- Developing and implementing training plans and training material.
- Setting and strategizing departmental KPI on LRA, LQA and Guest Experience Index

Burj al Arab, Dubai, UAE

11/2009 – 12/2011

(202 all suite 7 Hotel)*

Duty Manager / Assistant Front Office Manager / Assistant Operations Manager

- Assistant department head to one of the largest departments at the Burj AL Arab, with a manning budget of 195 colleagues.
- Butler's at the Burj Al Arab are responsible for all front office duties in a conventional hotel such as billing, check in & check out and guest services. A butler will handle all guest requests, concierge and reservations related, as well as conventional personalized butlers duties.
- Managed to improve and maintain the departments LQA score to the targets set by General Manager.
- Contributing and meeting the quarterly targets of the department's annual target of 2.4 million AED in departmental products up selling.
- Analyzing performance and service levels and drawing up the appropriate corrective action plans.
- Analyzing departmental productivity in terms of performance & manning.
- Carrying out and assisting in various HR functions within the department.

The Celtic Manor Resort, Newport, UK

09/2006 – 09/2007

(400 Bed, 5 Hotel, venue of the Ryder Cup 2010)*

Front Office Duty Manager

The St David's Hotel & Spa, Cardiff UK

(136 Bed, 5 Hotel)*

Receptionist / Reception Supervisor/ Night Manager

06/2003 – 06/2006

- Complete responsibility of the hotel operation at night

Hotel Boulevard, Predeal, Romania

11/2013- 03/2014

31 Bedroom 3* Ski Resort Hotel 13 members of staff

General Manager

- Full business accountability

<http://www.hotelboulevardpredeal.ro/>

EDUCATION

Cardiff Metropolitan University

Master of Business Administration (*MBA*)

09/2007 – 06/2009

Cardiff Metropolitan University

Post Graduate Diploma Business Information Systems

09/2002 – 06/2003

BA (Hons) International Hotel Management

09/1998 – 06/2002